

Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
October 9, 2002

Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
 - Access to All SC mailing list
- Rollout of Image Updates/Office XP (Baker)
- Performance Measures (Griffin)
- Status Items (Griffin)
 - Electronic Proposals
 - SC HQ IM Operating Plan for FY 2003
 - CIO Changes (DOE and SC)
 - PME/IMSC Overlap

Action Items

Previous Action Times	Status
Verify and provide Ted Griffin final feedback on the list of Photoshop users in the CIAG members' organization. (CIAG)	Complete
Provide CIAG members not in attendance with copies of the Strategic Plan. (Rice)	Complete
Send e-mail to SC users announcing elimination of local data backup service and instructions for moving local data to network drives. (Griffin/Rice)	Complete
Talk to Bill Valdez about content support to the SC-1 Homepage before discussing it with Decker/Johnson. (Griffin)	Complete

New Actions from the October 9 Meeting	Assigned To
Discuss the Office XP rollout and Lab Appraisal System testing with Anne Marie Zerega.	Brent Baker
Send email SCwide that explains the suggested change to the DL-SC All Feds & Cont/FORS & GTN distribution list.	Ted Griffin
Contact the Oak Ridge Institute of Science and Education (ORISE) for a status update on the web site development cost estimate.	Marv Stodolsky
Send email to CIAG articulating what was said during the meeting regarding e-government initiatives, Portfolio Management Environment (PME), electronic proposals, and laboratory and grant proposals.	Dean Oyler

Support Center Items (B. Baker)

The Exchange User list was reviewed with no actions.

During the past month, there has been increased usage of the **DL-SC All Feds & Cont/FORS & GTN** distribution list. In some cases, the message included e-mail file attachments. Baker proposed that all e-mail intended for this distribution list be sent to the Support Center (SCSC) first so that file attachments could be stripped out and replaced with a link to the file. The redirection would be transparent to the user, except for a slight delay in the message being sent. The individual would be the sender rather than SCSC. After discussion, CIAG members agreed to this

change, but would like an e-mail sent out SC-wide that explains the suggested change and why it is being implemented.

Rollout of Image Updates/Office XP (B. Baker)

The schedule of Office XP showcase sessions and proposed rollout dates was provided. An email from SCSC will be sent out explaining the showcase sessions and rollout process. In addition, an email will be sent to Information Management (IM) Board members to ensure they are informed of the rollout before the message is sent to everyone in SC HQ.

Anne Marie Zerega (SC-5) has not tested the Laboratory Appraisal System with the new image, although the system has been tested generically by the SC support staff and no problems were encountered. Baker will contact Anne Marie and discuss the rollout with her.

Performance Measures (T. Griffin)

Ted Griffin presented the August performance measures. Performance decreased during August due to annual leave and two call specialists on extended leave; however, performance continues to be well above the prior year. E-mail has been operational (no unscheduled downtime) 100 percent of the time for the nineteenth consecutive month. The annual survey to measure performance measures number 1 and 2 will be distributed within the next few weeks. The new remote access solution will be in place this year, which will increase that performance measure as well.

Status Items (T. Griffin)

Electronic Proposals

A short-term solution is being developed for handling electronic proposals, an AD/OD priority project in the Strategic Plan. The long-term solution is E-Procurement. Meetings have been held with Organizational Administrators (OA) to determine their requirements for the short-term solutions, which includes the purchase of additional CD burners and high-speed printers. SC-70 plans to use the Oak Ridge Institute of Science and Education (ORISE) to develop a password-protected, secure web site to handle electronic proposals. Other SC programs can also participate in this service, which could impact the number of CD burners and printers needed. ORISE is developing a cost proposal for the web site; this information will be presented to OAs and a final determination made of the number of CD burners and printers needed.

The SC Grants and Contracts web site now states that effective February 1, 2003, the Office of Science will require formal applications for financial assistance to be electronically submitted by an authorized institutional business official through the DOE Industry Interactive Procurement System (IIPS). It is becoming critical for decisions to be made on electronic proposal acceptance solutions.

SC HQ IM Operating Plan for FY 2003

The Operating Plan is being developed and should be finalized within the next week. Based upon results of the IMSC external review, projects are being costed in higher detail than in past years.

CIO Changes (DOE and SC)

The SC CIO Reorganization was official as of October 7, 2003. The new organization, SC-40, includes SC-65, ePME, and Susan Lister from SC-80. The new SC Chief Information Officer (CIO), when appointed, will determine the structure of the new organization.

ePME/IMSC Overlap

Staff members from IMSC and ePME are meeting individually to lay out areas of overlap between the projects. They will get back together to develop a strategy for addressing these areas with the goal of eliminating duplicative functionality.

Meeting Attendees

Name		Organization	Contact Information
Rice-Exec. Sec	Pat	SC-65	3-4556
Albaugh	Brenda	SC-65	3-6578
Baker	Brent	SC-65	3-2345
Burris	Peggy	SC-5	202-586-7265
Eckstrand	Steve	SC-55	6-5428
Farrand	Sue	SC-65	3-1884
Flynn	Kelly	SC-65	3-3193
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Harrel	Chris	SC-65	3-9361
May	Brenda	SC-23	3-3613
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Sauter	John	SC-55	3-3287
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563
Yockman	Dick	SC-65	3-3394